



TOWN OF UPTON, MASSACHUSETTS

Cable Advisory Committee

Meeting Minutes

Date: September 12, 2019

Location: Town Hall, Main Street

A: Call to Order

Having a quorum, the meeting was called to order at 4:05 pm

B: In Attendance

Committee Members:

- Dominic Coombe
- Marcia Kasilowski
- Steven Rakitin

Guests: Glenn Fowler, Cable Coordinator
Kelly McElreath, Assistant to the Town Manager and Town Clerk

C: Discussion

1. Review Agenda and Meeting Minutes

Agenda was reviewed. Minutes of July 8th 2019 were reviewed and approved.

2. General Discussion

We discussed the draft questionnaire. We can include a one-page insert in the Jan 2020 Town census. Steve to re-write survey questions and send to committee (see attached).

We discussed how to report issues to Charter. Customers can send email to Glenn at this address cable@uptonma.gov. For people who don't have internet access, can also call Glenn and leave a message.

We discussed adding an email link for submitting problems on the Cable Access Board web page. This is something we would do as part of the web site re-design.

We discussed the Capital Plan – and Glenn will review the June meeting minutes to see the list of items we identified. Glenn to review this list. Need to have capital plan budget ready for May TM.

Cable Assistant – we found high school student (Emmaline Kent) senior at NRHS. Starting as an intern. She is getting school credit for this. Will be sending Glenn and Emmaline to Milford for training in the Cactus System for doing bulletin boards. After a while, she will be getting paid.

We discussed posting an opening for another assistant at Dean College. Waiting to hear from Sandy.

Video switch is being updated to Windows 10 – new firm taking over support of this product. Should be resolved soon.

D: Committee Actions and Action Items

Committee Actions:

1. It was moved and seconded to approve minutes of July 8th 2019 meeting. Unanimous.

E: Future Meeting Dates

Next committee meeting is scheduled for Oct 17th at 4pm.

F: Meeting Adjourned

Upon unanimous vote, the meeting was adjourned at 4:50 pm

Respectfully submitted

Steven R. Rakitin
Clerk

Proposed Charter Cable TV Survey Questions

1. Are you currently a subscriber to any of the following Charter Spectrum services?

☐ Cable TV ☐ Internet Access ☐ Phone

2. Are you aware that Local Access Channels: 191 Fire and EMS, 192 General Programming and 194 Educational and School Activities are available with local programming provided by Upton Cable TV?

☐ Yes ☐ No

3. Do you watch programming on Local Access Channels 191, 192 or 194?

☐ Frequently ☐ Occasionally ☐ Rarely ☐ Never

If no, why not?

☐ Not interested in programming

☐ Poor picture/sound quality

☐ Only watch what I can get on my phone or tablet

☐ Other: _____

4. Are you aware that town meetings, such as Board of Selectmen's meetings and school committee meetings are viewable on the Town's You Tube Channel? (Link to Upton You Tube Channel is on Town Website)

☐ Yes ☐ No

5. If you subscribe to Charter Cable TV, have you experienced problems with:

☐ Picture quality on cable TV channels

☐ Picture quality on Local Access channels

☐ Charter cable TV technical support

☐ Chronic cable TV outages, cable wiring issues, equipment issues

☐ Intermittent cable TV issues

6. If you have called Charter for cable TV service, how would you rate the service provided?

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Unacceptable

7. If you are or have had cable TV quality issues, could you provide evidence in the form of dates and photos that you can share with the Cable Advisory Committee?